

Welcome

STUDENT AID
Front 2 Back
from dreams to reality

Presented by



Logistics

What's a Penny?



Who is SFA?



SFA Standards

- ❖ Be Worthy of Trust
- ❖ Be Courteous
- ❖ Deliver Great Products and Services
- ❖ Be Efficient

Where we've been...

- ❖ PBO on the Front Lines
- ❖ Traditions

Where we're going...

- ❖ Student Aid Front 2 Back

PB0 on the Front Lines



What messages did we hear?

SFA Traditions



What messages did we hear?

Student Aid Front 2 Back



What messages will we hear?

What will we learn?

Today, we will:

- ❖ Develop a shared understanding of the financial aid process and our organization's role in supporting it
- ❖ Consider how we work with others in the financial aid industry to help put America through school
- ❖ Learn about Modernization and Transformation efforts, which help us achieve our goals
- ❖ Learn how measurement focuses our efforts and identifies areas for improvement

Agenda: Front-To-Back

Opening

Student Aid Process

SFA Support

Modernization & Transformation

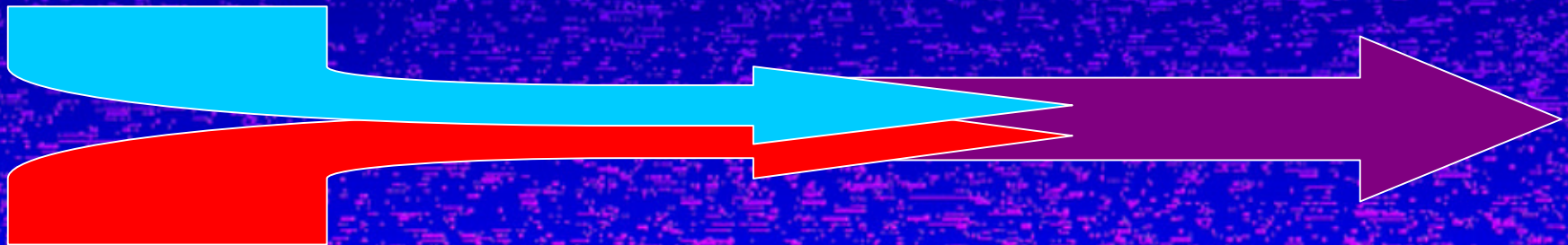
Measurements

Conclusion

Mission: Possible!

Your mission, should you choose
to accept it:

Line up ... without talking!



Introductions!

Please share with us:

- Your Name
- Where you work
- One fun fact about yourself



What is our mission?



STUDENT AID

Front & Back

from dreams to reality

The image features three interlocking puzzle pieces arranged horizontally against a dark blue background with a fine, light-colored grid pattern. The leftmost piece is red and contains the word 'The'. The middle piece is blue and contains the words 'Student' and 'Aid' stacked vertically. The rightmost piece is yellow and contains the word 'Process'.

The

**Student
Aid**

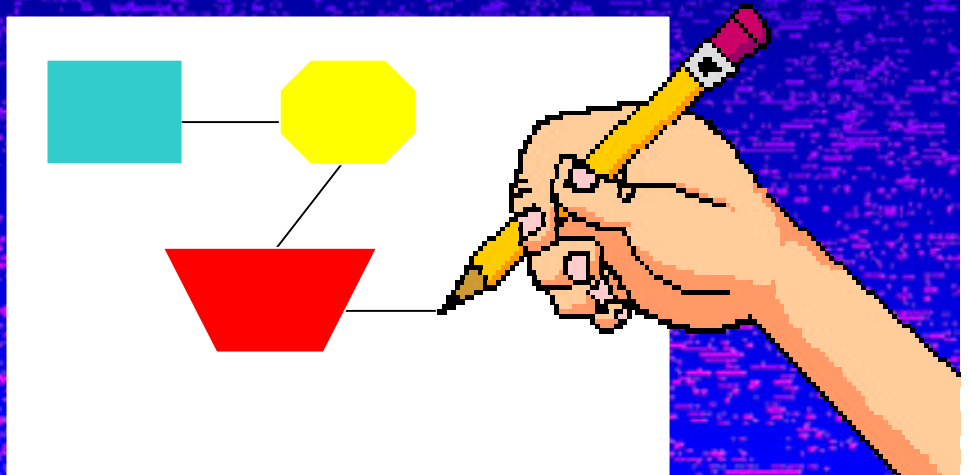
Process

Three Moments of Truth



Draw the Student's Steps

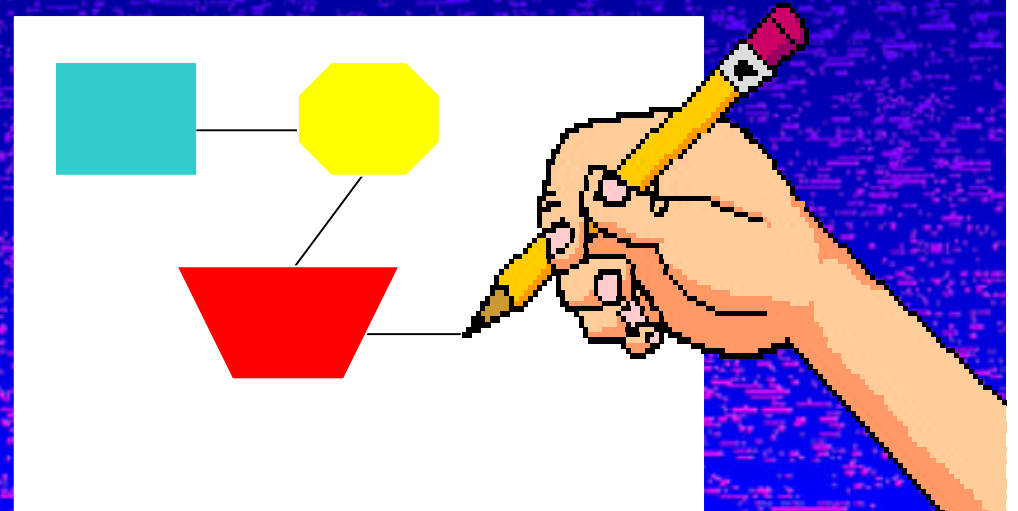
- ❖ Draw the steps you think a student experiences to get financial aid.
- ❖ Start with the first event in the student's financial aid experience and end with the last event.



What do we see?

❖ Similarities?

❖ Differences?



The Lineup...

Our next few activities will explore:

- ❖ The Student's Life
- ❖ The Programs
- ❖ The Players

The Student's Life Game



Student Life Game Overview

- ❖ See the financial aid process through the eyes of a student.
- ❖ Observe the key decision points.
- ❖ Understand financial aid from the customers perspective.

STUDENT AID

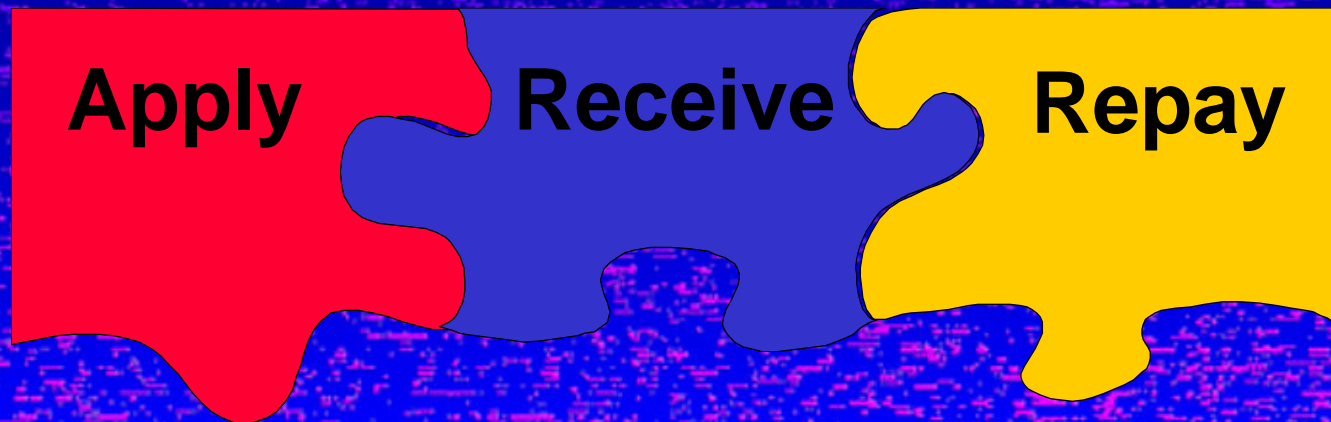
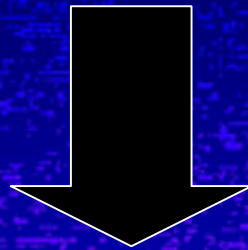
Front & Back

from dreams to reality

All Students
START
with a Dream!
Place Game Pieces Here



Three Moments of Truth



Apply for Aid

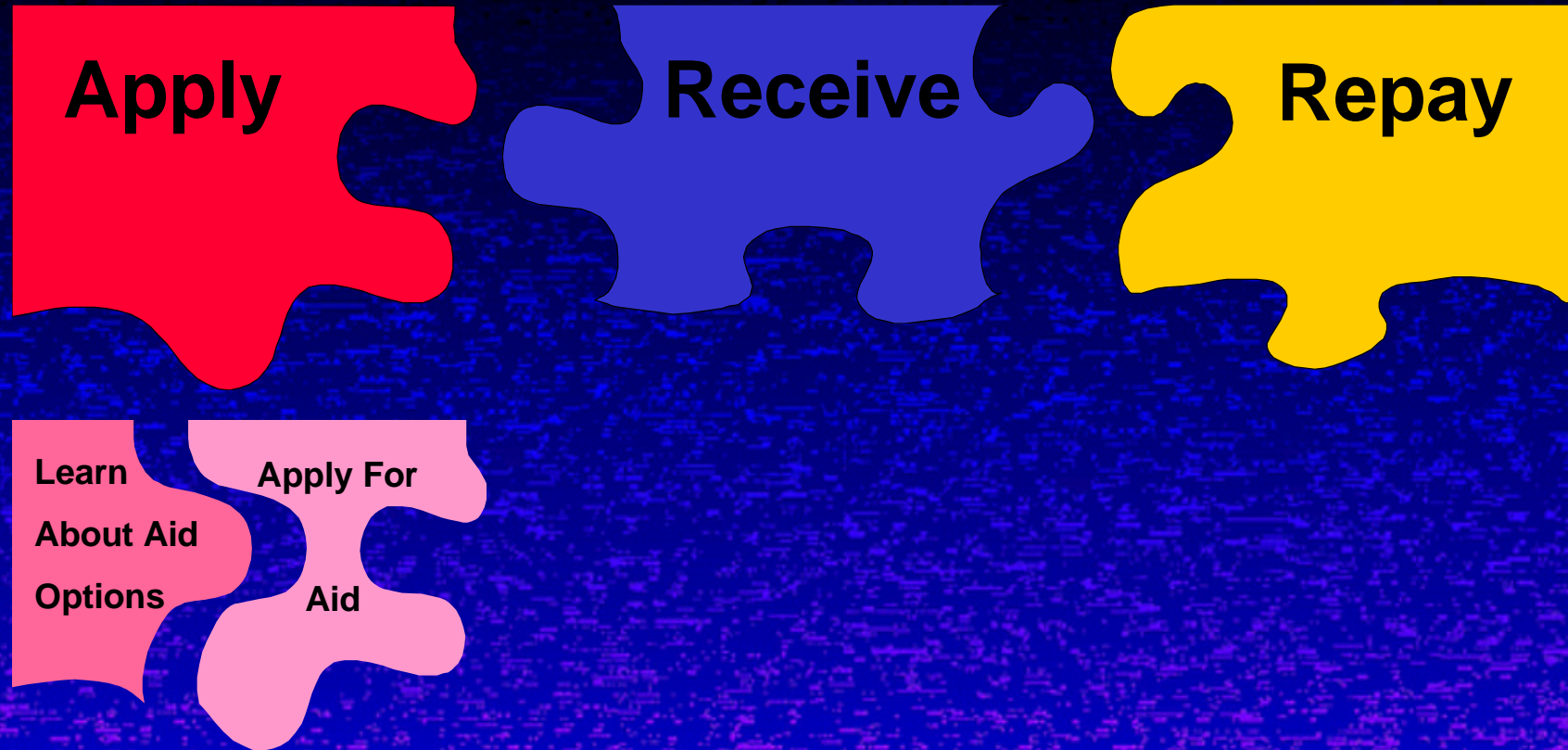
Apply

Receive

Repay

**Learn
About Aid
Options**

**Apply For
Aid**



Receive Aid

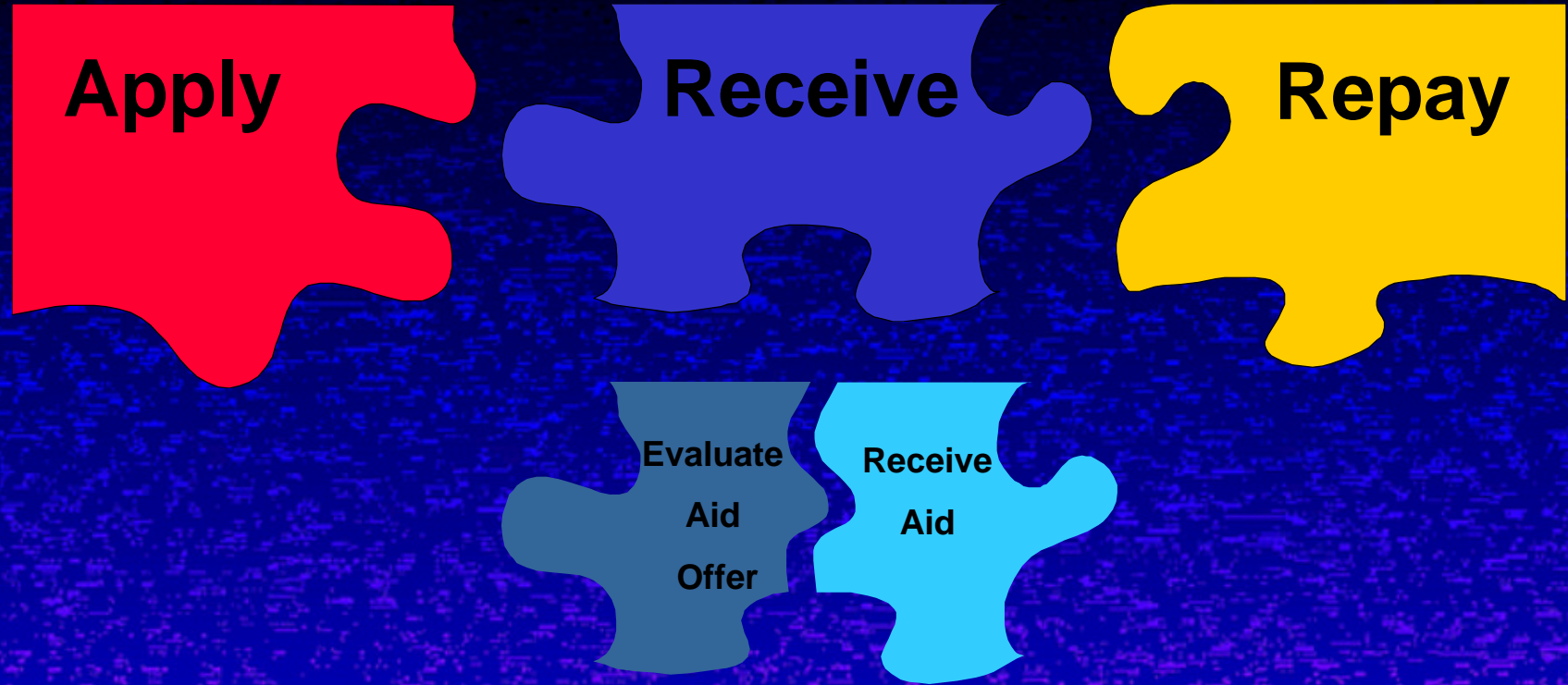
Apply

Receive

Repay

**Evaluate
Aid
Offer**

**Receive
Aid**



Repay Aid

Apply

Receive

Repay

Determine

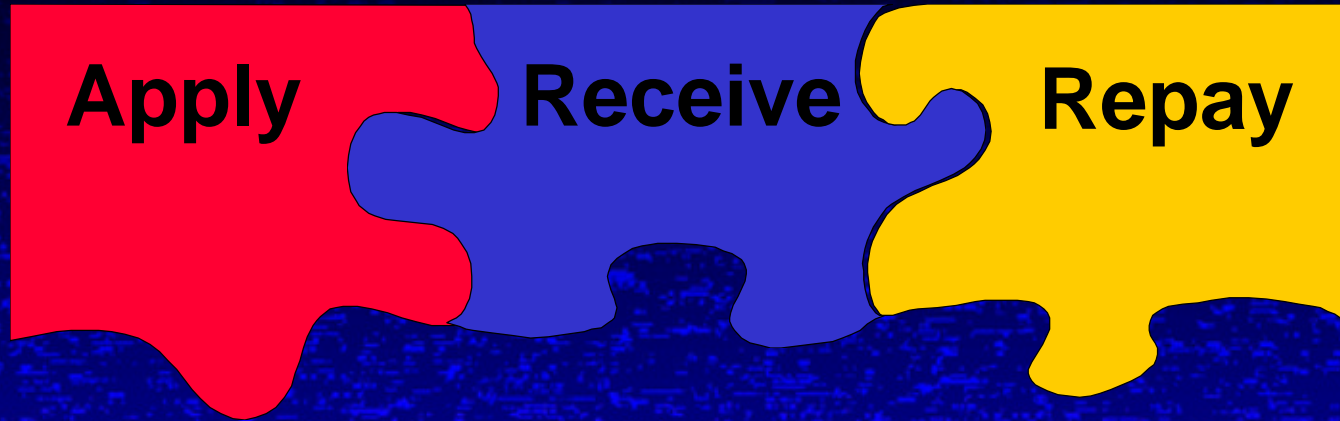
Repayment

Options

Repay

Loans

The Student Journey



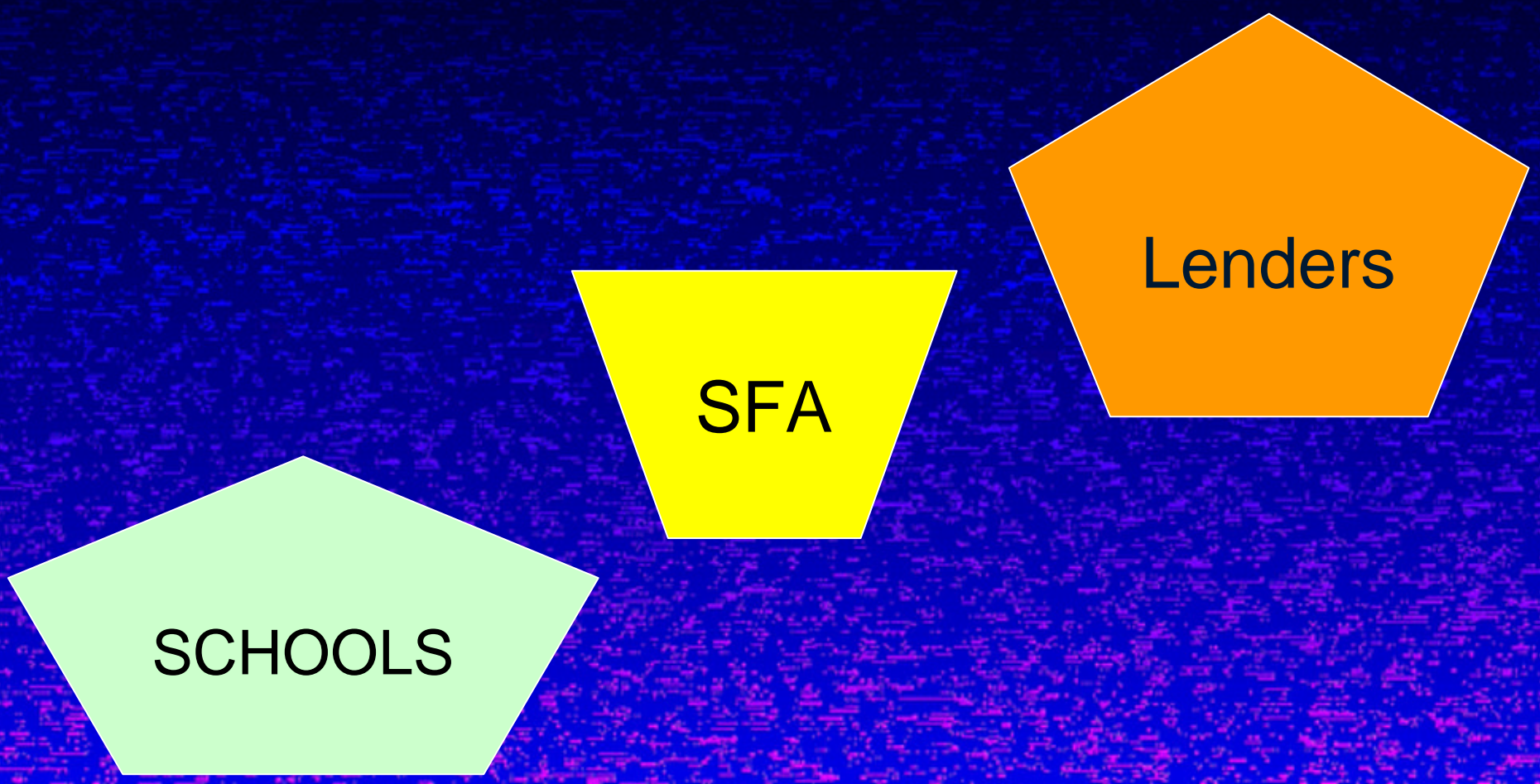
Fun Facts!

Programs Overview

Players Overview

Financial Aid Concepts

The Players: Who Does What?



A diagram illustrating the roles of three entities: Schools, SFA, and Lenders. The entities are represented by colored pentagons arranged in a horizontal line. The 'SCHOOLS' pentagon is light green and is the leftmost. The 'SFA' pentagon is yellow and is in the middle. The 'Lenders' pentagon is orange and is the rightmost. All three pentagons are pointing upwards.

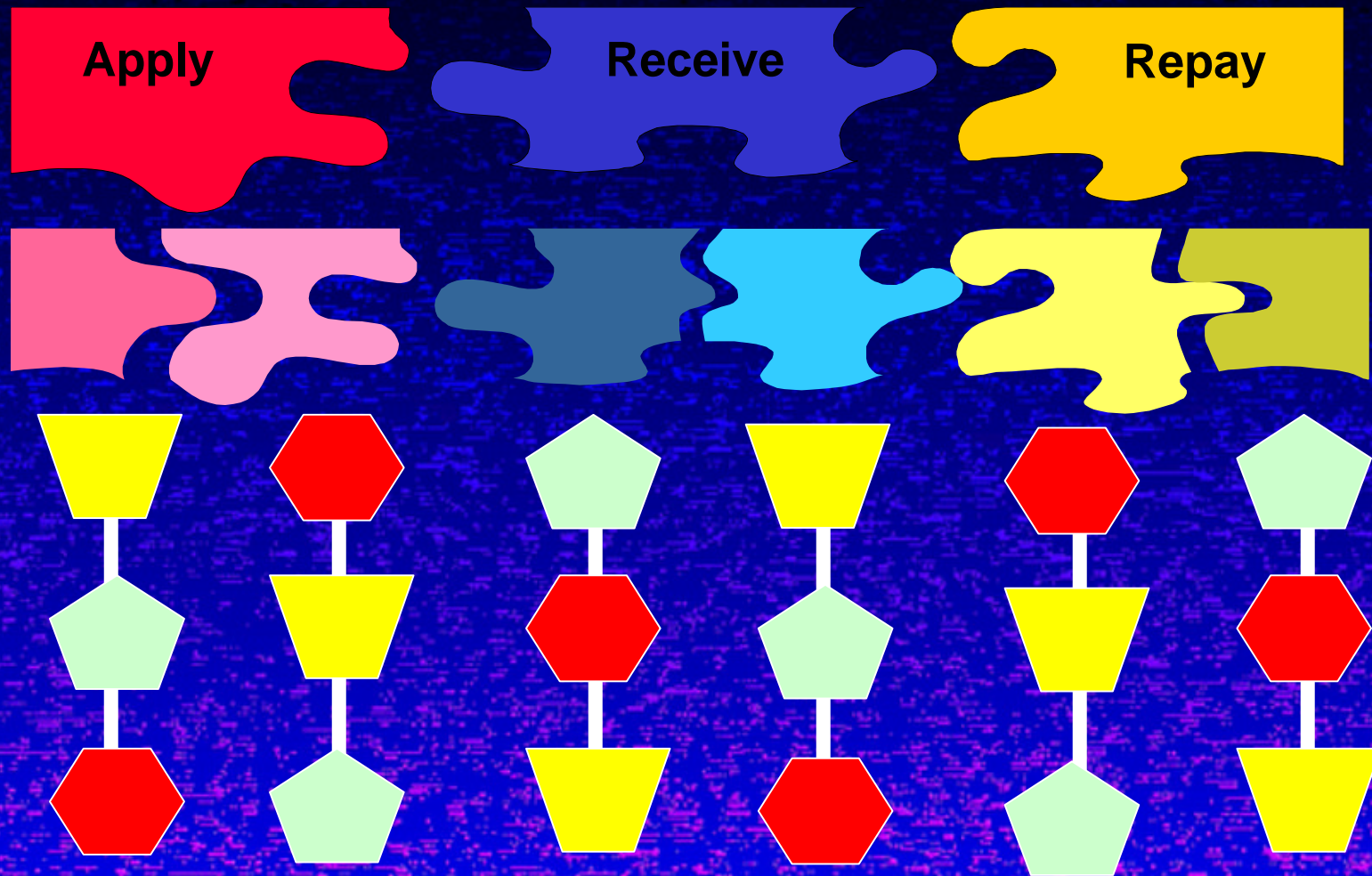
SCHOOLS

SFA

Lenders

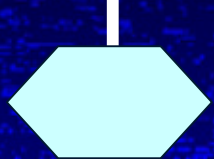
Lunch!

Who Does What





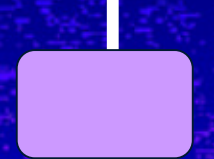
SFA publishes aid information



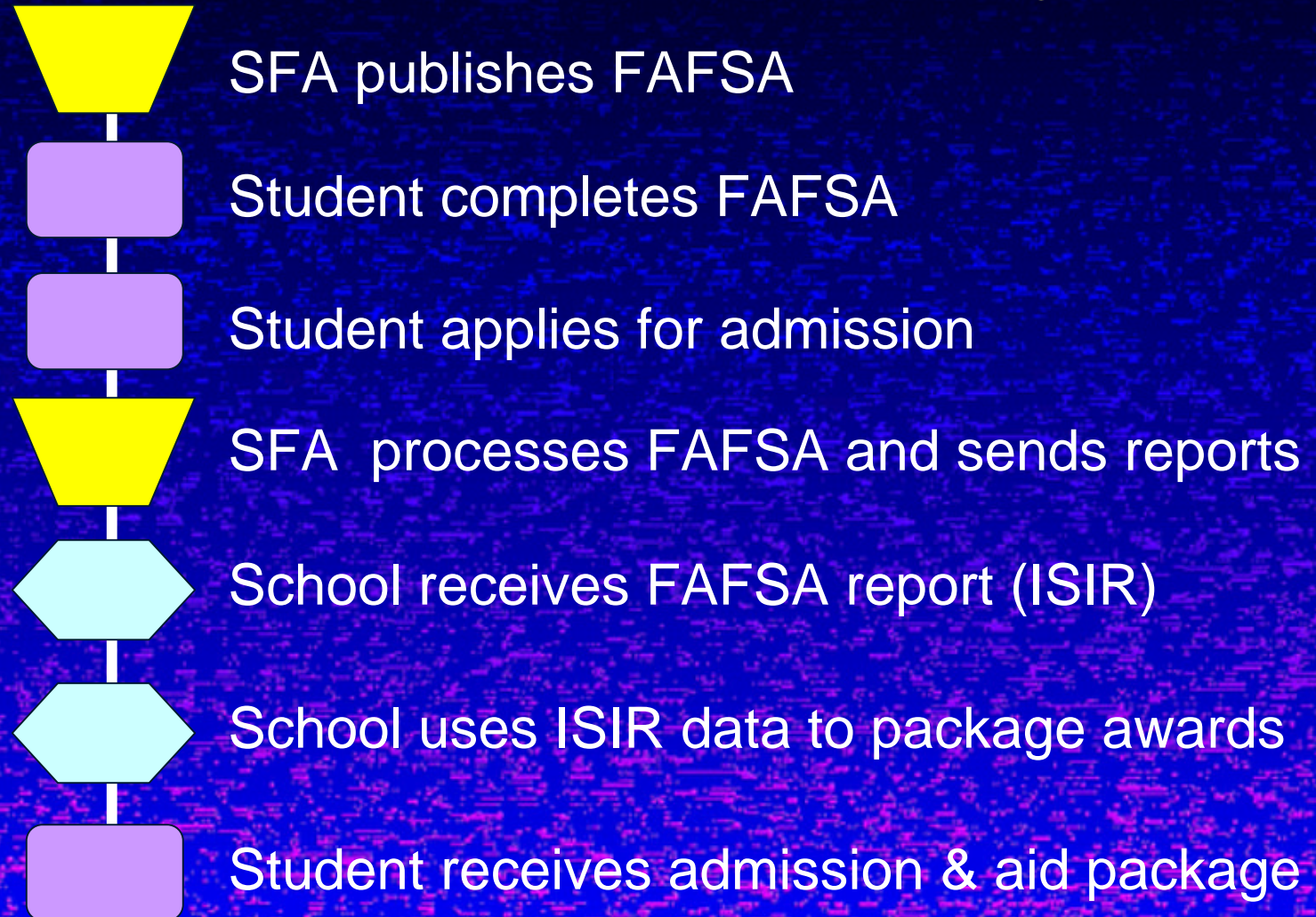
Schools recruits students



Student picks schools



Student knows to apply for aid



Learn
About Aid
Options

Apply For
Aid

Evaluate
Aid Offer

Receive
Aid

Determine
Repayment
Options

Repay
Loans



Student evaluates school
and aid package



Student chooses school
and accepts aid

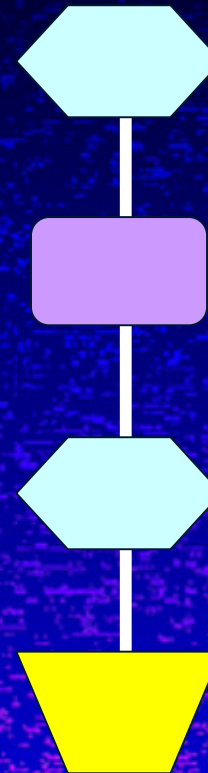


Schools originate aid with the sources of funding

Student signs documents to get aid

School draws funds from sources of aid

Sources of aid record aid



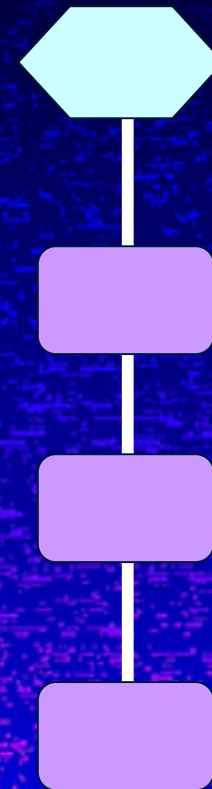


School provides exit counseling

Student attends exit counseling

Student selects repayment option

Student graduates





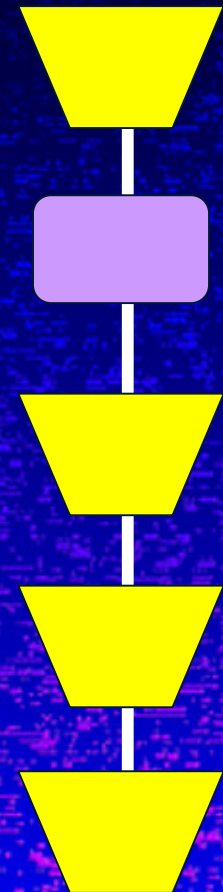
Holder of loan notifies student of payment schedule

Student submits payments

Holder of loan services loan and adjusts balance

Forbearance, deferment and consolidation (if necessary)

Default (if loans are unpaid)



Apply

Receive

Repay

Learn About
Aid Options

Apply for
Aid

Evaluate
Aid Offer

Receive Aid

Determine
Repayment
Options

Repay loans

Schools recruit
students

Student
picks schools

SFA publishes
aid
information

Student knows
to apply for aid

SFA
publishes
FAFSA

Student
completes
FAFSA

Student
applies for
admission

SFA processes
FAFSA
and sends
reports

School
receives
FAFSA report
(ISIR)

School uses
ISIR data to
package
awards

Student
receives
admission

Student
receives
aid package

Student
evaluates
school and
aid package

Student
chooses
school and
accepts aid

Schools
originate
aid with the
sources of
funding

Student signs
documents
to get aid

School draws
funds from
sources of aid

Loan Holder
records aid

School
provides
exit
counseling

Student
attends exit
counseling

Student
selects
repayment
options

Student
graduates

Loan Holder
notifies student of
payment
schedule

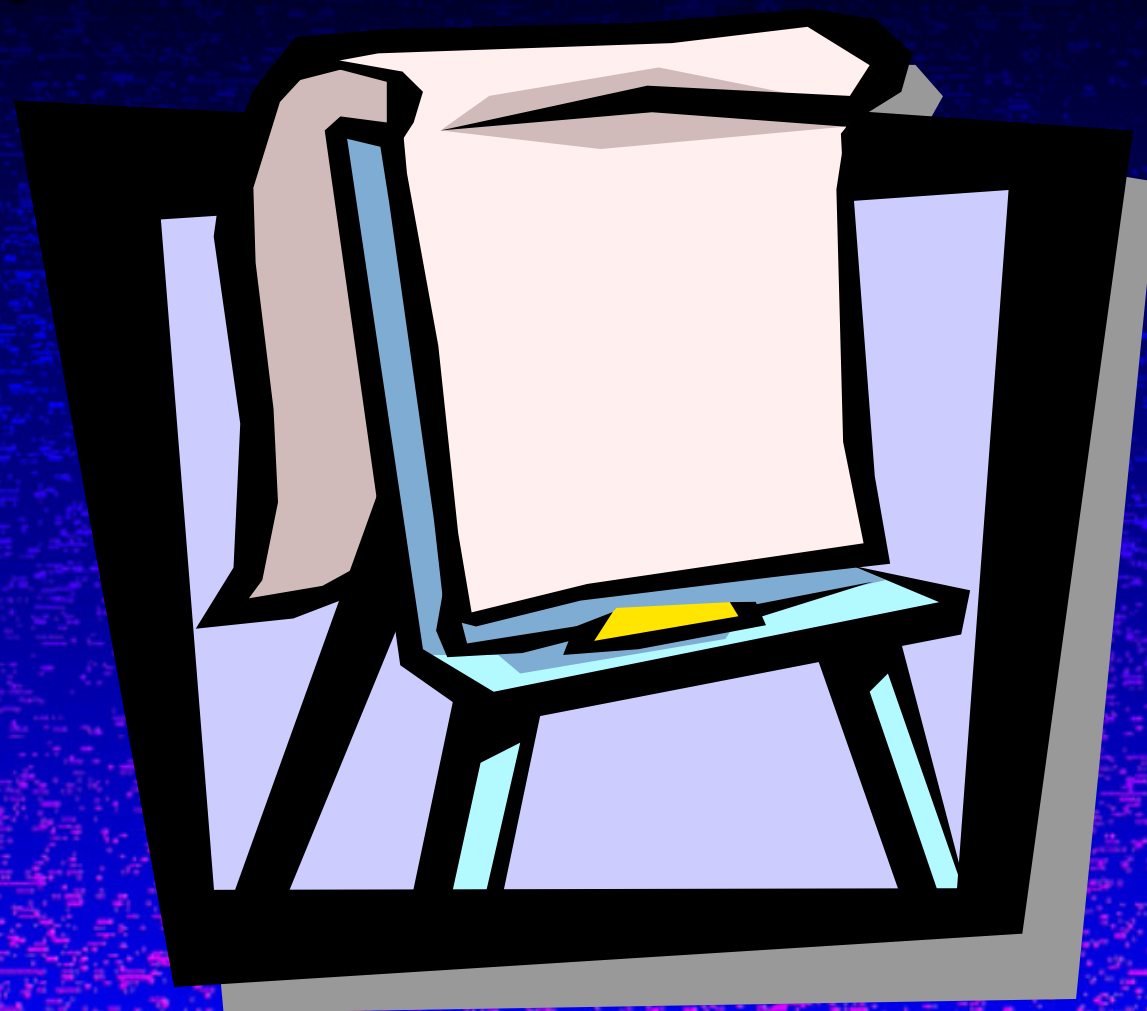
Student
submits
payments

Loan Holder
services loan,
adjusts balance

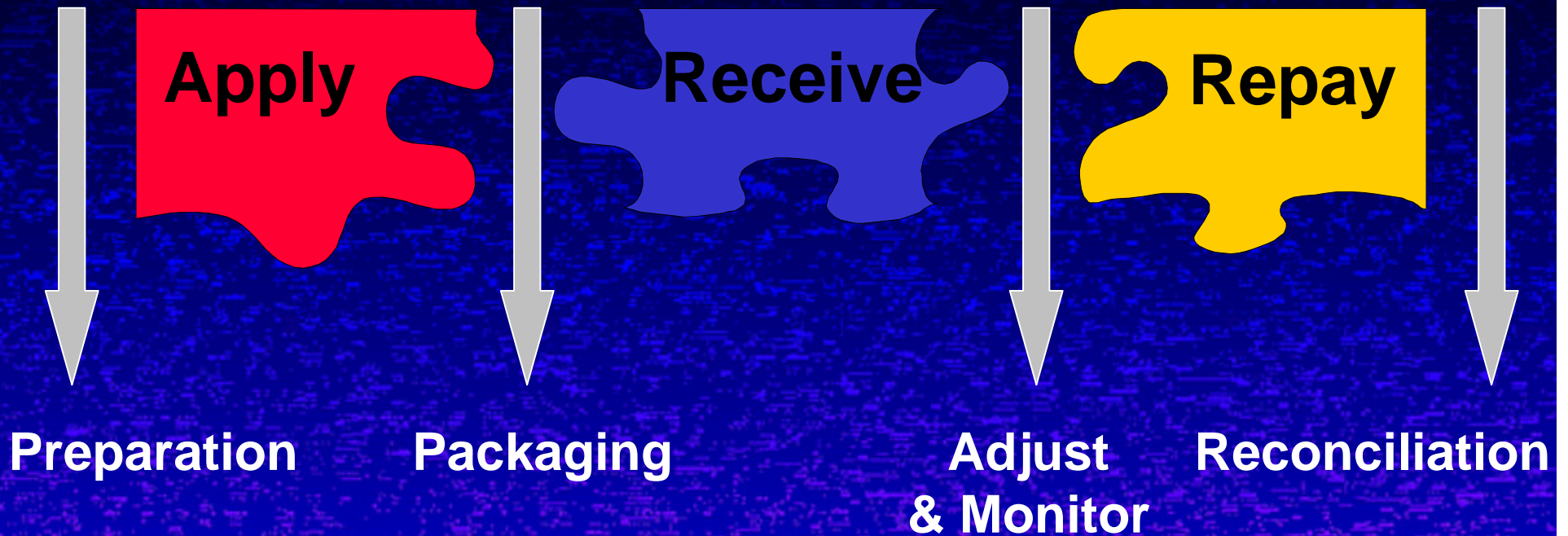
Forbearance
Deferment
Consolidation

Default

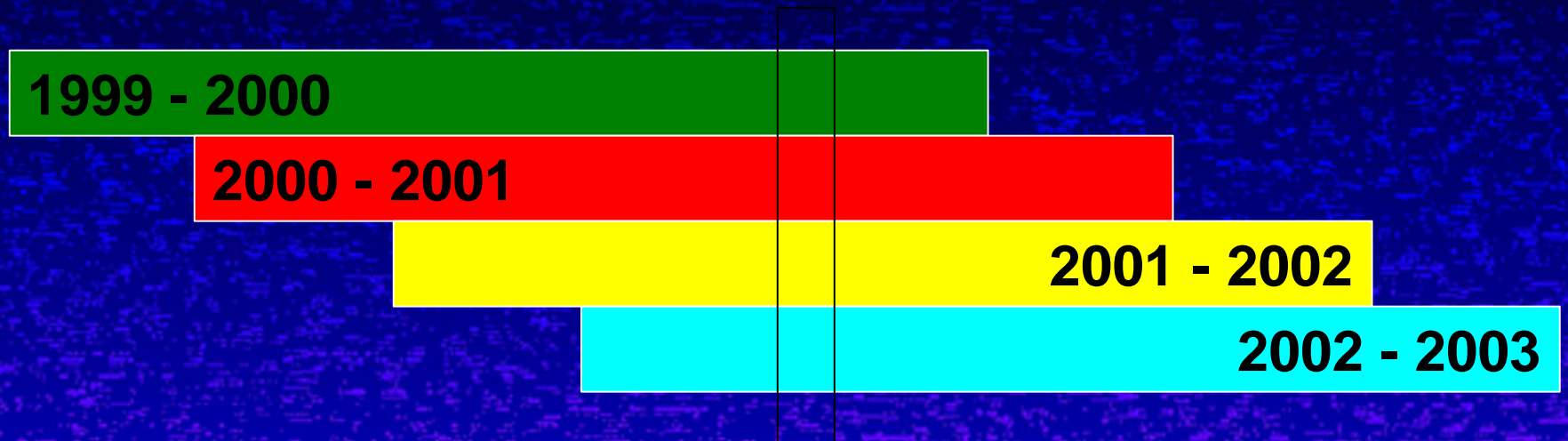
The Players Review



Aid Lifecycle



Aid Lifecycle

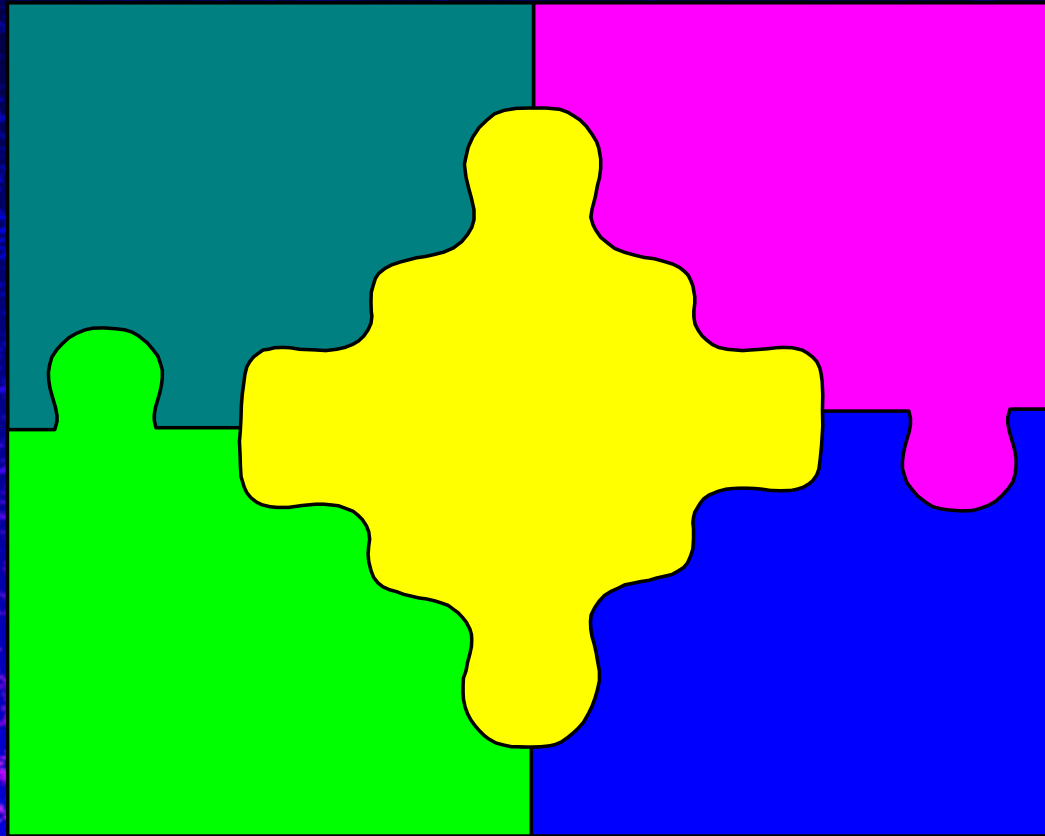


STUDENT AID

Front & Back

from dreams to reality

Putting it Together



Featuring...



The Role of SFA

Apply

Receive

Repay

Learn About
Aid Options

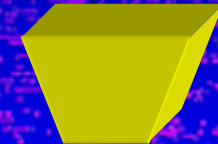
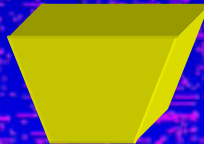
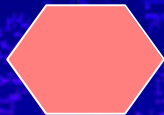
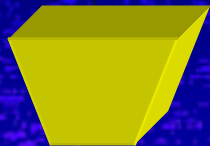
Apply for
Aid

Evaluate
Aid Offer

Accept Aid
Offer

Determine
Repayment
Options

Repay loans

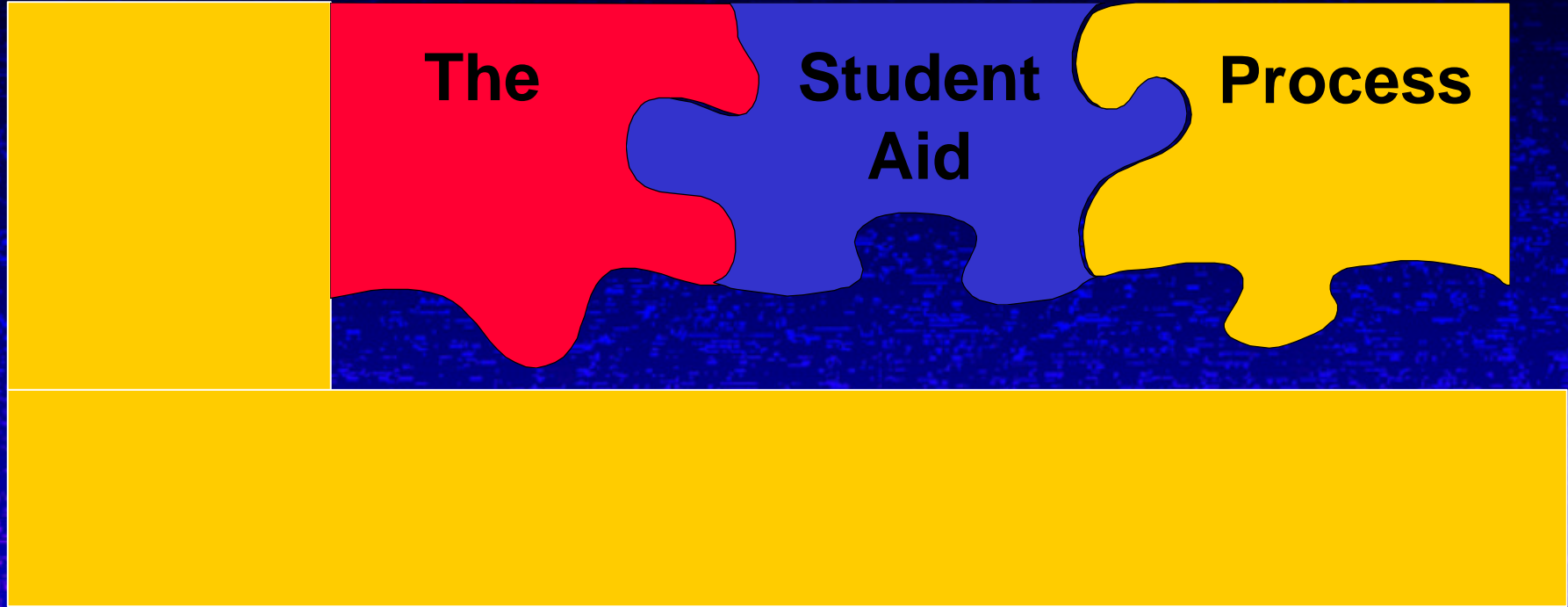


Eligibility & Compliance

The

**Student
Aid**

Process



Eligibility Process

School
and
Financial
Partner
Eligibility

- ❖ Process Application
- ❖ Check Eligibility to Apply
- ❖ Decision Communicated
- ❖ School Enters Program

Compliance



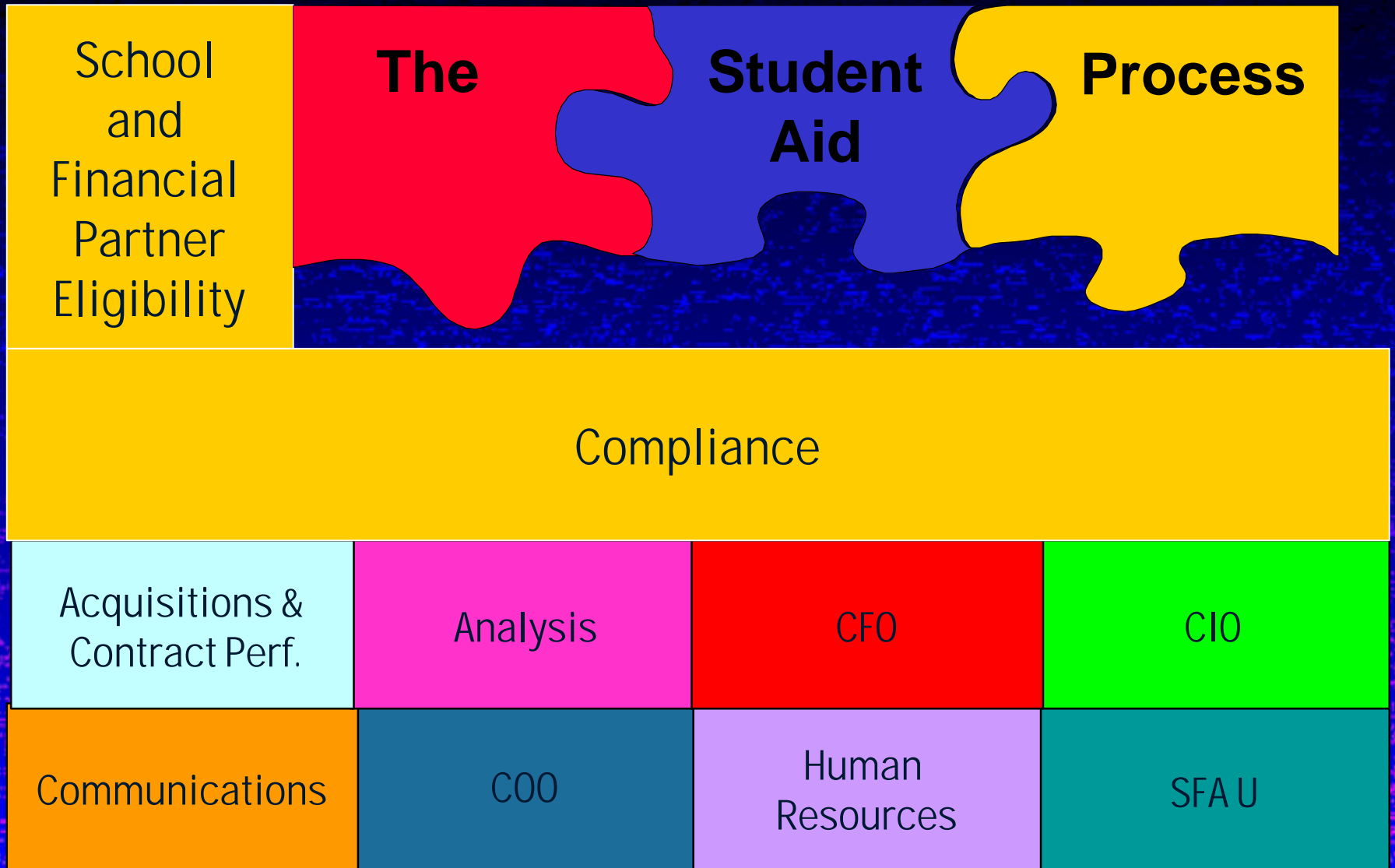
- ❖ Handles application process for schools that want aid
- ❖ Ensures that schools comply with regulations
- ❖ Investigates student complaints and school violations
- ❖ Limits, suspends, or terminates non-compliant schools

Enterprise-Wide Functions

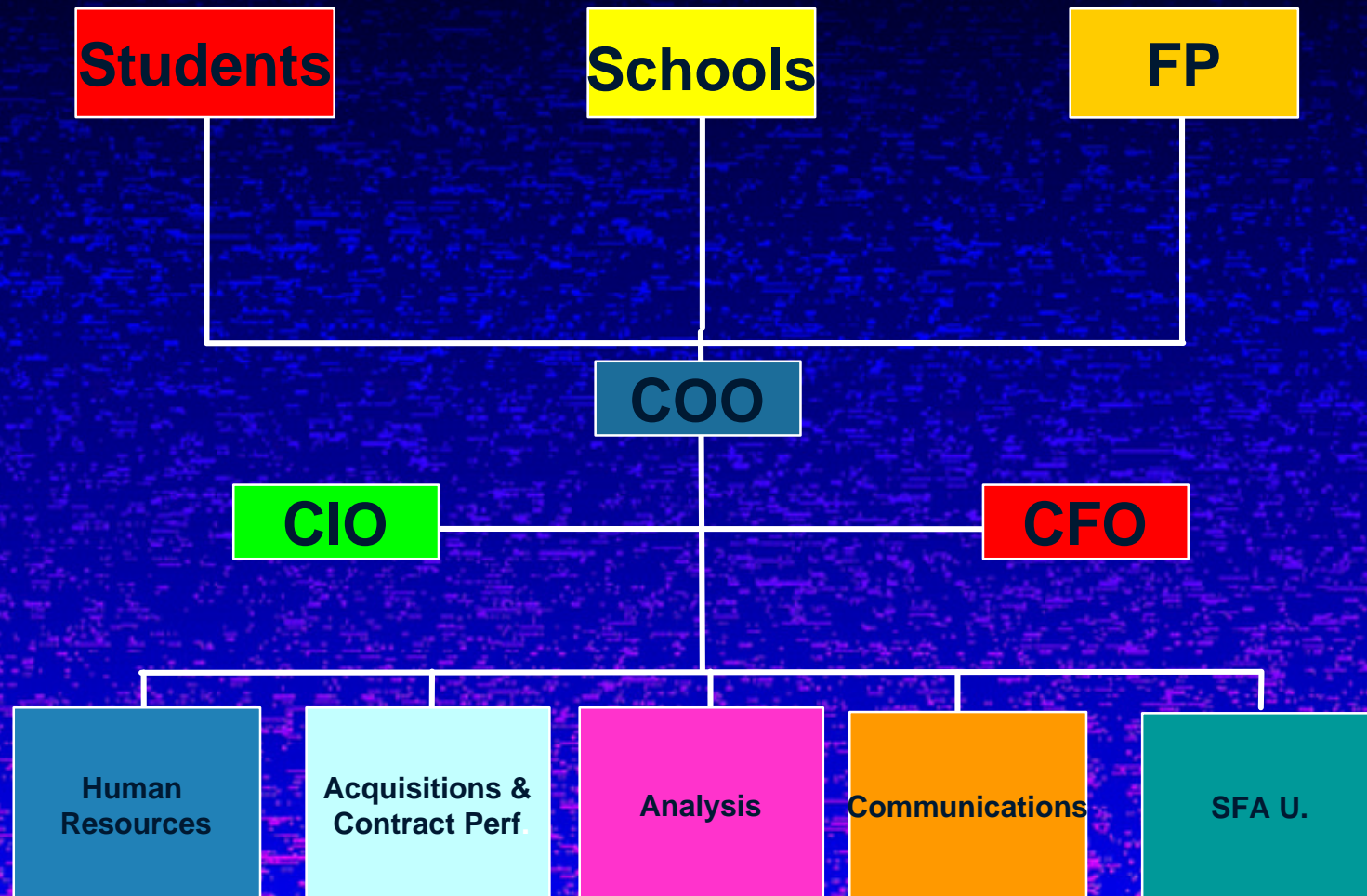
Acquisitions & Contract Perf.	Analysis	CFO	CIO
Communications	COO	Human Resources	SFA U

- ❖ To be a successful PBO, SFA must meet certain needs.
- ❖ This means satisfying all our customers, including those within SFA.
- ❖ With our unique flexibility, we established enterprise-wide services to support enterprise-wide functions.

SFA's Functions

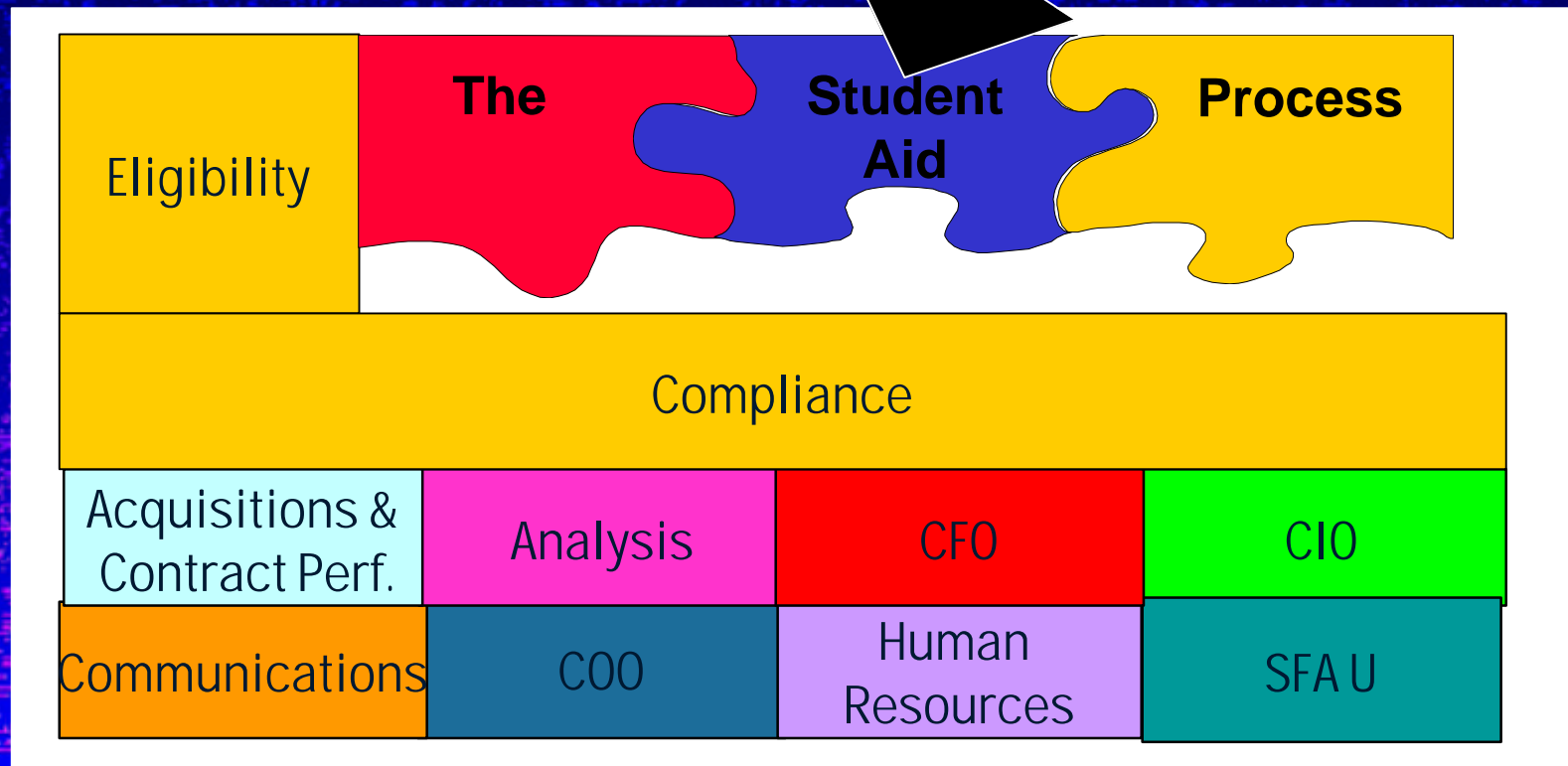


SFA



Where do I fit?

NAME

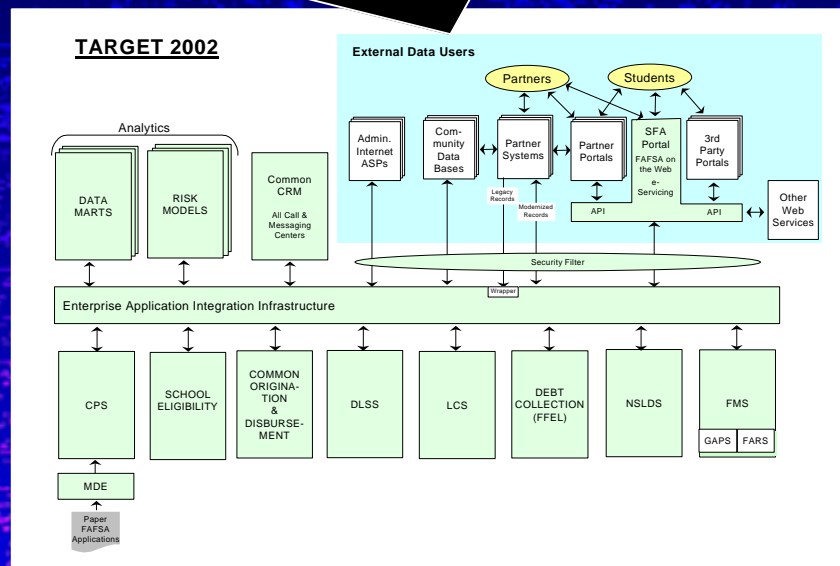
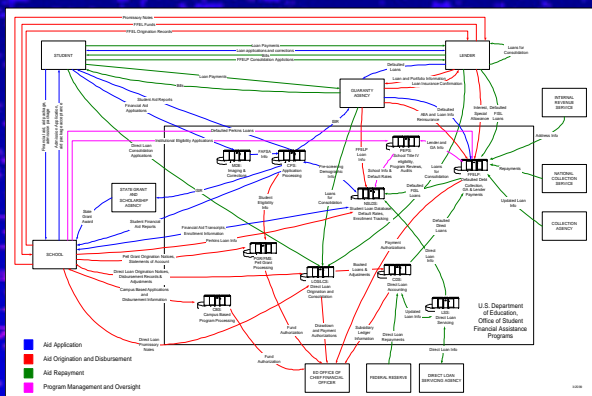


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Front 2 Back

from dreams to reality

Modernization



Modernization is...

- ❖ Replacing out-of-date systems with new integrated systems
- ❖ E-commerce and systems integration initiatives
- ❖ Simplifying and improving business processes
- ❖ Transforming SFA into an organization committed to its customers, employees and its mission

Transformation is...

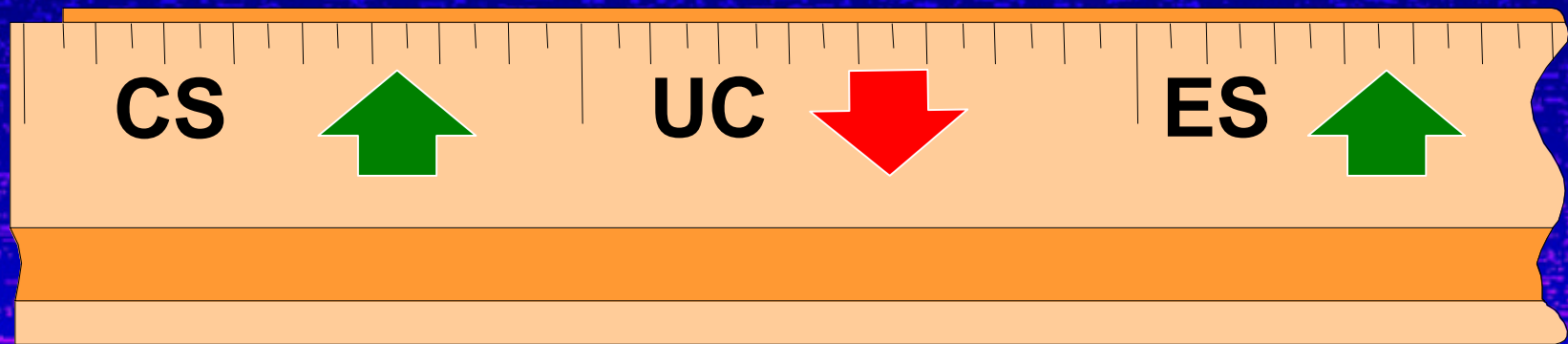
- ❖ Constantly listening to our customers
- ❖ Focusing on results
- ❖ Making performance matter
- ❖ Making important decisions at the front line
- ❖ Having a work environment that fosters innovation, fun, and performance excellence

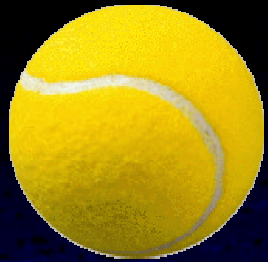
STUDENT AID

Front & Back

from dreams to reality

PBO Measurements





Tennis Ball Activity



Mission:

Have everyone touch the tennis ball.

Process:

You decide.

Measurement:

You will be timed. If the ball hits the floor, we must start over.





Tennis Ball Activity



Mission

Process

Measurement





Mission

We Help Put America Through School!!



Mission



The

**Student
Aid**

Process



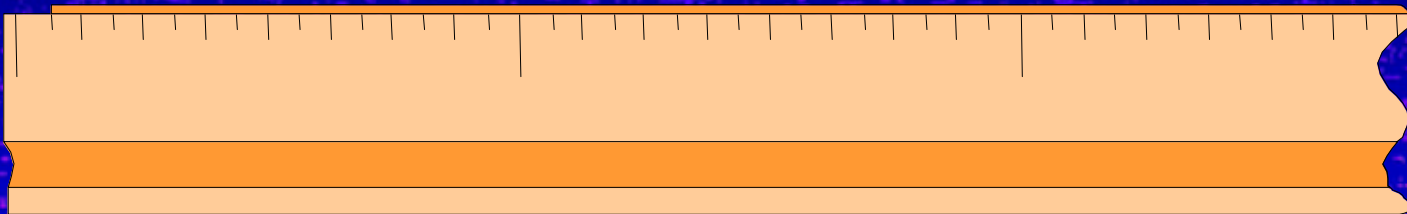
Mission



The

**Student
Aid**

Process





Mission



The

**Student
Aid**

Process



CS

UC

ES



Mission

The

**Student
Aid**

Process



CS



UC



ES



American
Customer
Satisfaction
Index (ACSI)

A white cloud with a light blue center, containing the word "Mission" in bold black text.

Mission

The

**Student
Aid**

Process

A horizontal ruler with tick marks. It is divided into three sections. The left section is labeled "CS" with a green upward arrow. The middle section is labeled "UC" with a red downward arrow. The right section is labeled "ES" with a green upward arrow.

CS

UC

ES

American
Customer
Satisfaction
Index (ACSI)

Cost of
administering aid
divided by
recipients

Mission

The

Student
Aid

Process

CS



UC



ES



American
Customer
Satisfaction
Index (ACSI)

Cost of
administering aid
divided by
recipients

Gallup
Workplace
Management
Tool (Q12)

Mission

The

**Student
Aid**

Process

CS



UC



ES

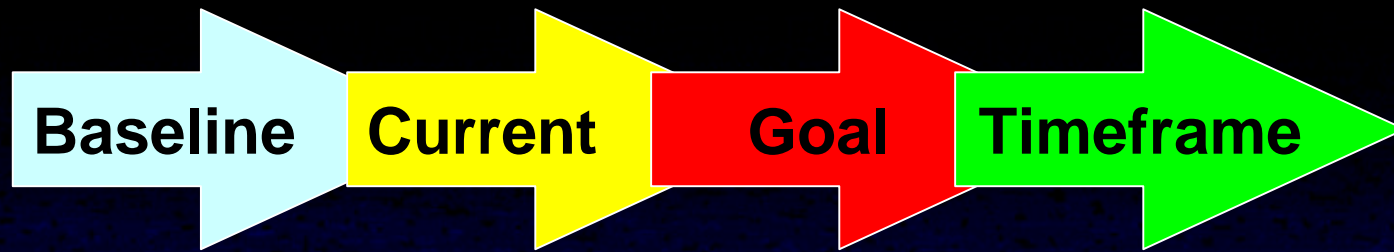


Baseline

Current

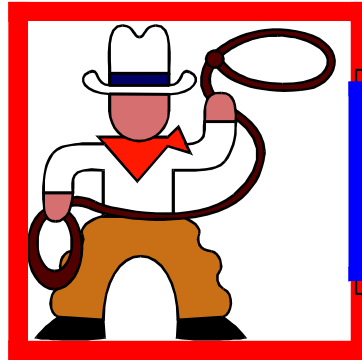
Goal

Timeframe



<u>Measure</u>	<u>Current</u>	<u>Goal</u>	<u>Timeframe</u>
ACSI	72.9	74	2002
Unit Cost Formula	\$19.08	\$18.06	2004
Gallup	3.5	3.6	2004

Sample Scorecard



The Loan Arrangers

Roster

Team and
operating
partner members

The
primary
"Scores"

Performance Scores

		Last Year	Q1	Q2	Q3	Q4
CUSTOMER SATISFACTION	ACSI	74				
	Other survey	4.1	4.2	4.5		
EMPLOYEE SATISFACTION		68	69	72		
UNIT COST		\$18.03	\$17.26	\$16.50		

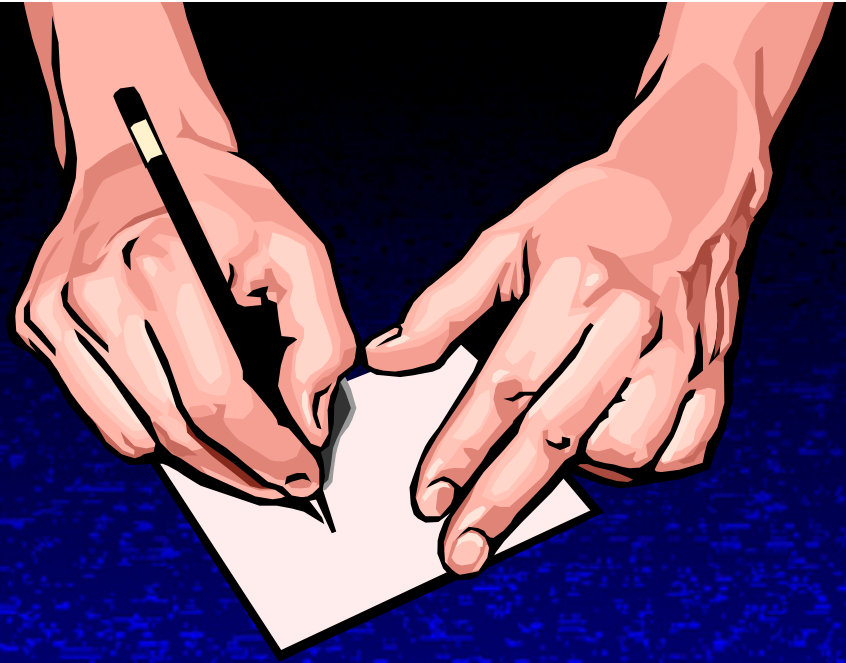
Contributions

Specific team
operational measures,
projects, or goals

Performance Plan Goals

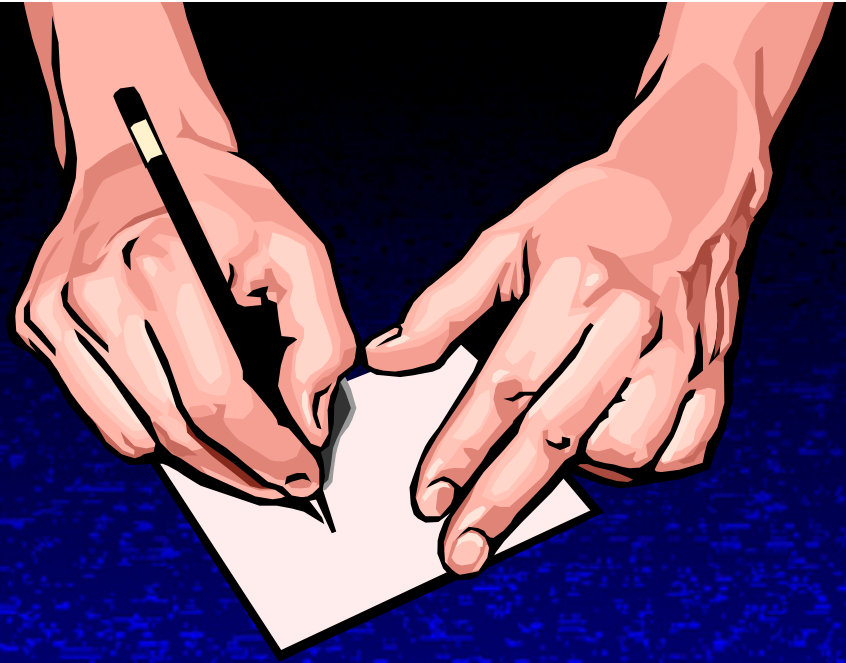
- ❖ Performance plan initiatives will tie to at least one of the performance goals.
- ❖ Every organizational unit within SFA has performance goals which contributes to improving our overall scores on the balanced scorecard.

Measurement Worksheet #1 Instructions



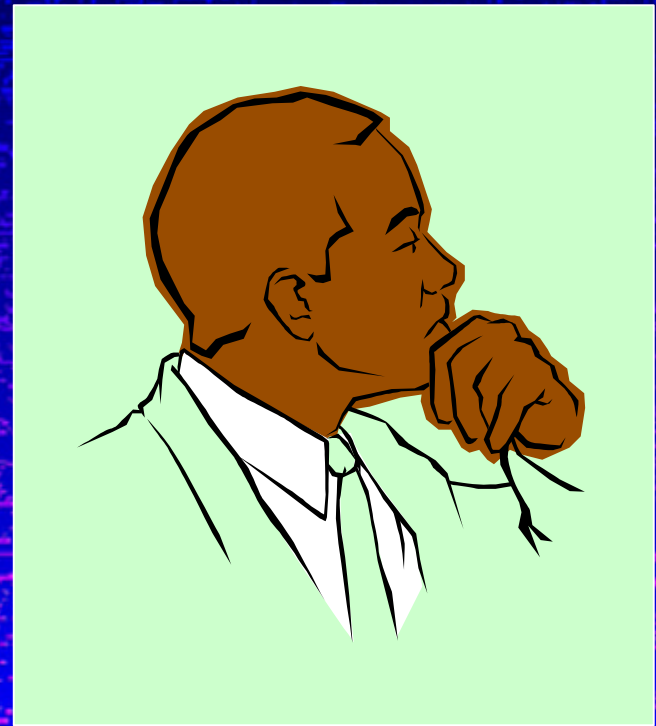
- ❖ Evaluate which of SFA's performance goals is addressed by each improvement initiative.

Measurement Worksheet #2 Instructions



- ❖ Look through the Performance Plan to complete the statements about our goals and initiatives.

What about me?



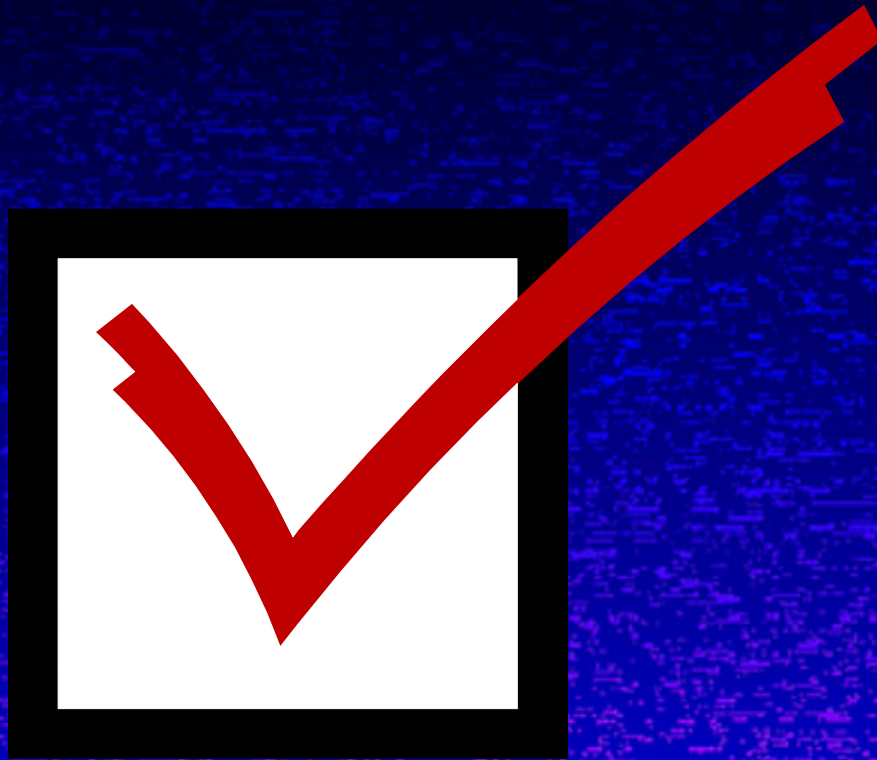
We Have....

- ❖ Developed a shared understanding of the financial aid process and our organization's role in supporting it
- ❖ Considered how we work with others in the financial aid industry to help put America through school
- ❖ Learned about Modernization and Transformation efforts, which help us achieve our goals
- ❖ Learned how measurement focuses our efforts and identifies areas for improvement

The Value of a Penny



Today's Scorecard



Thank You!

STUDENT AID

Front ² Back

from dreams to reality